Government of Alberta

Seniors and Community Supports

Persons with Developmental Disabilities Community Boards Consolidated Annual Report 2010-11

Annual Report

2010-11

Contents

3 Preface
4 Accountability Statement
5 Messages from the Chairs
11 Management's Responsibility for Reporting

12 Overview

13 Operational Overview
14 Organizational Chart

15 Results Analysis

16 Financial Performance Overview
18 Results Discussion and Analysis

32 Financial Information

33 Management Discussion and Analysis
33 Regional Comparisons
34 Combined Financial Statements

Preface

The Persons with Developmental Disabilities (PDD) program complies with government annual reporting requirements by providing two annual reports. As per the *Government Accountability Act*, the Ministry of Seniors and Community Supports reports audited financial statements of the individual entities that make up the combined PDD program, as well as the program results that support the ministry's business plan in the Ministry of Seniors and Community Supports Annual Report. In accordance with the *Persons with Developmental Disabilities Community Governance Act*, this consolidated annual report of the six PDD Community Boards is prepared for the Minister, the Legislative Assembly and the Community Boards' other stakeholders.

The PDD Community Boards are in compliance with government reporting standards for both reports. This annual report of the PDD Community Boards contains the Accountability Statement of the Chairs of the PDD Community Boards, the summary financial statements of the PDD Community Boards and a comparison of actual performance results with the desired results set out in the PDD Community Boards' three-year business plans.

This annual report also includes other financial information as required by the *Financial Administration Act* and *Government Accountability Act*, either as separate reports or as a part of the financial statements.

The PDD Community Boards respectfully submit this report to the Honourable Mary Anne Jablonski, Minister of Seniors and Community Supports, who is responsible for the PDD program.

Accountability Statement

The PDD Community Boards' consolidated annual report for the year ended March 31, 2011, was prepared under the direction of the PDD Community Boards and in accordance with the *Government Accountability Act* and the government's accounting policies.

Jeff Nish
Calgary Region Community Board

Ron Crossley
Central Region Community Board

Blair Lundy
Edmonton Region Community Board

Glenn Hennig
Northeast Region Community Board

Al Bromling
Northwest Region Community Board

Lorne Abells
South Region Community Board

Messages from the Chairs

The PDD Community Board Chairs are pleased to submit the 2010-11 Annual Report for the PDD Community Boards to the Minister of Seniors and Community Supports. This report provides a summary of the activities and results of the six PDD Community Boards for the 2010-11 fiscal year.

Message from the Calgary Region Community Board Chair

I am pleased to share highlights of the activities and results of the work of the Calgary Region Community Board Persons with Developmental Disabilities (PDD) for the period April 2010 to March 2011. This past year the Calgary Region Community Board continued to implement the Minister's six priority actions and, through broad engagement activities with our key stakeholders, gained a richer understanding of the community priorities in the provision of services to adults with developmental disabilities.

Highlights of the Calgary Region Community Board's key accomplishments are:

- Held a series of dialogue sessions with families/guardians throughout the year to ascertain their views about service priorities;
- Consulted with families/guardians and PDD program-funded agencies to gain greater clarity on how increasing flexibility within the PDD program's contracting processes could lead to better outcomes and improvements to the PDD program;
- Enhanced our support for families to manage supports through funding initiatives which create greater access to information, resources and family networks;
- Initiated the use of a common assessment approach of individual support needs using the internationally recognized Supports Intensity Scale (SIS);
- Continued our commitment to improve support for people with complex needs through stakeholder partnerships, and increased housing capacity; and
- Designed and commissioned a study to investigate Supports and Services for Aging Adults with Developmental Disabilities.

I wish to thank our Board Members, PDD Community Board regional staff and our diverse community partners for their ongoing dedication and commitment to the individuals we serve. I am pleased with the accomplishments highlighted in this Annual Report.

Original signed by:

Jeff Nish
PDD Calgary Region Community Board Chair

Message from the Central Region Community Board Chair

The PDD Central Region Community Board is committed to working closely with stakeholders across Central Alberta. Sharing information is an important element of that commitment, so I am pleased to have this opportunity to report on our 2010-11 activities.

Our Supports Intensity Scale (SIS) team has completed 756 interviews. Family Managed Services agreements are now in place for 149 families. PDD Central Region Community Board held 11 consultation meetings with over 120 self-advocates across the region. Twelve of the 15 individuals who lived at Youngstown Home have either moved or have dates set for a move closer to the health services they need. An organizational restructuring will allow the region to operate with four less management positions.

The numbers underscore PDD Central Region Community Board's commitment to efficiency, but they do not speak to the ways Central Region Community Board's dedicated staff improved the *quality* of support we provide.

Along with the Alberta Association for Community Living, a Family Connections project helped families using Family Managed Services plan supports, recruit staff and monitor outcomes. The new Community Engagement Manager position strengthened our ties to people and groups outside of the PDD program. As part of the Alberta Supports initiative, PDD Central Region Community Board and several partners designed a new transition process to make it easier for youths with disabilities and their families to shift from services for children to services for adults.

Another important development has been the development of The Hub on Ross, an arts and cultural centre funded through PDD Central Region Community Board in downtown Red Deer, where community engagement can be seen in action. I am pleased to say that during the past year 90 per cent of the activities at the Hub were organized in whole or in part by service providers or by non-PDD groups. The range of activities at The Hub are important for their own sake, but also as a means to foster relationships between individuals with developmental disabilities and others in the community and to showcase individuals' abilities, contributions and potential.

Original signed by:

Ron Crossley
PDD Central Region Community Board Chair

Message from the Edmonton Region Community Board Chair

It is with a great sense of responsibility and pride that I have the opportunity to present the PDD Edmonton Region Community Board accomplishments for 2010-11.

The PDD Edmonton Region Community Board continued to demonstrate its commitment to the 2010-11 priorities of reengineering work processes and structure to improve effectiveness and efficiency, measuring performance as it relates to personal outcomes achieved as a result of services delivered and ensuring the program's long term sustainability.

The driving forces behind our desire to deliver outstanding services to adults with disabilities are entrenched in Minister Jablonski's six priority actions: Eligibility Regulation; Mission and Core Businesses; a Common Approach to Assessment and Funding; Flexibility for Families; Complex Needs; and Effectiveness and Efficiency.

Finally, on behalf of the Edmonton Region Community Board and staff, I wish to thank our many partners: self advocates, families, friends and our many community service providers. It is because of their deep commitment that people with intellectual disabilities are supported to live, work and be active citizens of our communities.

Original signed by:

Blair Lundy
PDD Edmonton Region Community Board Chair

Message from the Northeast Region Community Board Chair

In 2010-11 the PDD Northeast Region Community Board Persons with Developmental Disabilities, in recognition of the importance of families and in collaboration with Alberta Association for Community Living (AACL) Family Voices, continued an exciting pilot project called Strengthening Communities. A planning workshop was attended by over 70 people. It included 11 families who now have the tools and expertise to plan for their loved ones.

The Northeast Region Community Board continued to demonstrate its commitment to developing a knowledgeable and professional front line workforce. Through our partnership with the Northeast Service Provider Council, the Northeast Region Community Board funded educational opportunities for service provider staff, training that moved many of them closer to their goal of a college diploma in the field of disability studies.

The Northeast Region Complex Needs Committee provided additional regional training through the Institute of Applied Behavioral Analysis. We facilitated continued educational opportunities for an additional 150 service provider staff and families. A more knowledgeable, educated, stable workforce will be better able to provide improved outcomes for individuals with complex behavioral needs.

With the cooperation of service providers, the Northeast Region Community Board was extremely pleased to significantly reduce the deferral wait list by approximately 50 per cent by allocating funding as it became available.

As the Chair of the Northeast Region Community Board, I am pleased to report that our relationships with service provider agencies, governance partners, and adults with developmental disabilities and their families remain strong. Together we strive to create more inclusive communities in Northeast Alberta by "Building on Community Strengths"

Original signed by:

Glenn Hennig
PDD Northeast Region Community Board Chair

Message from the Northwest Region Community Board Chair

The Northwest Region Persons with Developmental Disabilities Community Board successfully responded to a series of service and financial challenges during the 2010-2011 operating cycle. The Region was able to absorb the ongoing costs of the seven per cent growth of the prior year and accommodate a more modest growth in service numbers during 2010-2011. As well, cost pressures of serving individuals with complex needs were managed within a balanced budget.

The Board, regional administration and contracted service providers continue to place a strong priority on essential services that ensure the health and safety of individuals in care. Families and community systems continue to be important elements in the effort to further improve personal outcomes for the people we serve.

The Board continues to seek the advice and support of families, service providers and community partners to effectively respond to growing service requirements, services for individuals with complex needs and other cost pressures. The Board appreciates the commitment of people in the PDD program and our community partners. This leadership is important as we co-operate to build more inclusive communities in the Northwest.

Original signed by:

Al Bromling
PDD Northwest Region Community Board Chair

Message from the South Region Community Board Chair

I am pleased to have this opportunity to report on the achievements of the PDD South Region Community Board over this past fiscal year. Board members and PDD program regional staff accomplished so much in 2010-11 that I cannot possibly mention all of it on a single page, but the themes that emerged can be summed up in community governance through relationship building, engagement, communication and fostering community awareness.

South Board members and PDD program regional staff gave a number of presentations to community groups regarding the needs of adults with developmental disabilities as well as their abilities to contribute to their communities. Board and administration are members of a number of civic and community committees with the intent of ensuring the needs of adults with developmental disabilities are being considered by civic leaders and the community when making decisions. The Board also established the Chairs Advisory Committee, comprised of self advocates, families, contracted service providers, board members and administration. The purpose of this committee is to provide feedback to the board about issues, concerns and successes throughout the region and to assist the Chair of the Board in bringing issues in the region to the Council of Chairs.

The South Region's commitment to work with others to develop a continuum of coordinated and integrated supports for adults with developmental disabilities with complex support needs was strengthened with the establishment of the East and West Complex Needs Committees. The committees are comprised of representatives from administration, the Office of the Public Guardian and contracted service providers. The committees worked diligently to identify service gaps and are working on a plan to address the gaps.

I would like to thank our staff, Board members and all of our stakeholders and community partners for all of their work this past year. We value our relationships with our stakeholders and look forward to continuing our work in assisting adults with developmental disabilities to be as independent as possible and to be included in community.

Original signed by:

Lorne Abells
PDD South Region Community Board Chair

Management's Responsibility for Reporting

This annual report includes the combined results of the six PDD Community Boards for the 2010-11 fiscal year. Each Community Board is operated under the direction of a Chief Executive Officer (CEO).

The financial statements have been prepared in conformity with Canadian Generally Accepted Accounting Principles (GAAP), using methods appropriate for the industry in which PDD Community Boards operate, and necessarily include some amounts that are based on informed judgments and best estimates of management.

The CEO of each PDD Community Board has the primary responsibility and accountability for the integrity and objectivity of regional information included in this report pertaining to their respective entities.

Each CEO is responsible for maintaining a system of internal controls within their entity that considers costs, benefits and risks, and is designed to:

- maintain accountability of public money;
- provide reasonable assurance that transactions are executed in accordance with prescribed legislation and regulations and are properly authorized and recorded;
- provide information to manage and report on performance;
- safeguard the assets and properties of the Province under PDD administration;
- provide any information the Minister of Seniors and Community Supports needs to fulfill her responsibilities; and
- facilitate preparation of business plans and annual reports required under the *Government Accountability Act*.

In fulfilling these responsibilities, we have relied, as necessary, on the executive of our respective entities.

Original signed by:

Dr. Alex Hillyard
CEO
Calgary Region Community Board

Wayne Morrow
CEO
Central Region Community Board

Hart Chapelle
CEO
Edmonton Region Community Board

Dale Drummond
CEO
Northeast Region Community Board

Judy Tremaine
CEO
Northwest Region Community Board

Leigh Bremner
CEO
South Region Community Board

Overview

Operational Overview

The following operational overview and organizational chart reflect the structure of the Ministry as at March 31, 2011.

The Persons with Developmental Disabilities (PDD) Community Boards are responsible for the delivery of supports and services for approximately 9,400 adult Albertans with developmental disabilities. The services consist of four support categories: home living supports, employment supports, community access supports, and specialized community supports.

Most PDD-funded services are provided by community service agencies under contract with PDD Community Boards, or managed by families and guardians through the Family Managed Services option.

PDD program regional staff in each of the six PDD regions governed by PDD Community Boards assess eligibility for program supports, work with individuals and guardians to determine the kinds of supports required, and assist individuals to link with services. PDD program regional staff also manage contracts with community service providers.

In addition, PDD Community Boards deliver 24-hour care and residential accommodations for adults with developmental disabilities in three regions: Edmonton, Central and Calgary. In 2010-11, the PDD program employed approximately 1,300 government staff, with nearly 80 per cent of these employees providing services in government operated facilities in Edmonton, Central and Calgary regions.

Organizational Chart

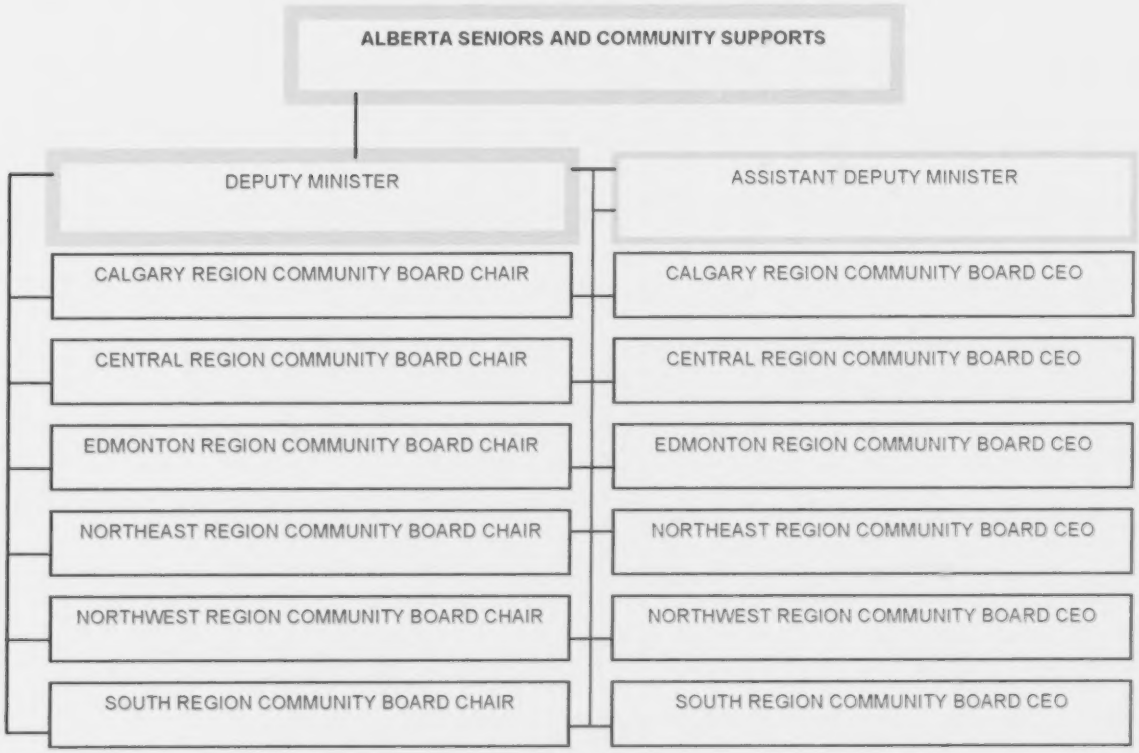
The Community Governance Structure

The PDD program consists of six Community Boards. Community Boards are agents of the Crown and are responsible for developing, implementing and evaluating plans for the provision of services in their respective regions.

The Chair of each PDD Community Board reports to the Minister of Seniors and Community Supports through the Deputy Minister. The Chief Executive Officer of each Community Board reports to and is accountable to their Community Board through the Board Chair, and to the Minister through the Assistant Deputy Minister.

These reporting relationships are supported by two governance structures:

- Council of Chairs: Community Board Chairs are represented on the Council of Chairs, which meets regularly and is chaired by the Deputy Minister.
- CEO Forum: Community Board CEOs are represented on the CEO Forum, which meets regularly and is chaired by the Assistant Deputy Minister.


ALBERTA SENIORS AND COMMUNITY SUPPORTS
DEPUTY MINISTER
ASSISTANT DEPUTY MINISTER
CALGARY REGION COMMUNITY BOARD CHAIR
CALGARY REGION COMMUNITY BOARD CEO
CENTRAL REGION COMMUNITY BOARD CHAIR
CENTRAL REGION COMMUNITY BOARD CEO
EDMONTON REGION COMMUNITY BOARD CHAIR
EDMONTON REGION COMMUNITY BOARD CEO
NORTHEAST REGION COMMUNITY BOARD CHAIR
NORTHEAST REGION COMMUNITY BOARD CEO
NORTHWEST REGION COMMUNITY BOARD CHAIR
NORTHWEST REGION COMMUNITY BOARD CEO
SOUTH REGION COMMUNITY BOARD CHAIR
SOUTH REGION COMMUNITY BOARD CEO

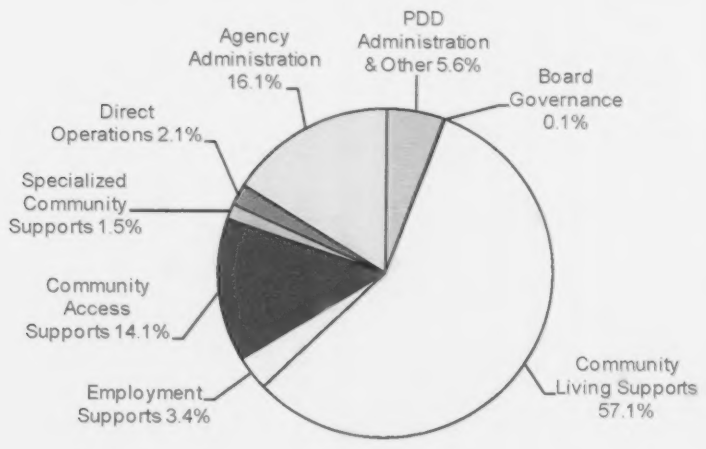
Results Analysis

Financial Performance Overview

In 2010-11, the Persons with Developmental Disabilities (PDD) program spent $585.9 million.

The following chart provides a comparative breakdown of the $585.9 million in total expenditures.

Summary of PDD Program Expenses 2010-11



Description of Program Expenses

Community Living Supports assist individuals with developmental disabilities to live in a home of their choice. The PDD program funds staffing costs within residential settings.

Community Access Supports promote an individual's participation in community activities and their personal development. The PDD program covers costs to take individuals into the community for recreational and life skills programs, volunteerism, etc.

Employment Supports assist individuals in gaining and maintaining employment. PDD program funds are contracted to community agencies to support individuals.

Specialized Community Supports provide other, unique supports needed to assist individuals in their environment or to enhance their access to the community. For example, funding in this area may pay for behavioral supports.

Direct Operations are costs such as medical and dental, and clothing and spending allowances, which the PDD program funds in some of the facilities it directly owns and operates.

Agency Administration is the cost related to management, supervision, staff travel, insurance, utilities, office costs and other operating costs of community service providers.

PDD Administration is the cost of PDD regional staff, valuation adjustments related to the change in vacation liability from one fiscal year to the next, and other expenses.

Board Governance is the cost associated with governing the six PDD Regional Community Boards. Examples include Board Members' honoraria, travel expenses and other costs.

Results Discussion and Analysis

Goal 1

Adults with developmental disabilities have the home living supports they need to live in the community and to help them achieve desired personal outcomes.

Home living supports allow an adult with a developmental disability the opportunity to live in a home in their community. Having appropriate housing contributes to a person's personal and material well being. The PDD program provided funding for home living supports and services intended to assist individuals to live in a variety of settings in the community. The PDD program funds supports that are consistent with the individual's assessed support needs, and that demonstrate they contribute to positive outcomes for individuals.

Activities

A common provincial approach to assessing individual support needs.

In 2010-11, the PDD Regional Community Boards used the Supports Intensity Scale (SIS) to assess individual support needs. The SIS is used internationally in similar programs to determine individual support needs. Using the SIS information will allow the PDD program to plan and provide resources that are responsive to the individuals' support needs and enable them to have successful lives. This past year, the PDD Regional Community Boards communicated with stakeholders about the SIS and attended sessions conducted by Dr. Robert Schalock, a world renowned expert on the SIS. PDD program regional staff received training and were certified to conduct SIS assessments with the individual, family members or others who know the person well. Overall, the PDD Regional Community Boards have completed 2,923 SIS interviews in 2010-11. The following are the number of SIS interviews completed by March 31, 2011 in each region:

- PDD Calgary Region Community Board completed 739 interviews
- PDD Central Region Community Board completed 756 interviews
- PDD South Region Community Board completed 185 interviews
- PDD Edmonton Region Community Board completed 843 interviews
- PDD Northeast Region Community Board completed 241 interviews
- PDD Northwest Region Community Board completed 159 interviews

Personal outcomes related to home living supports.

Evaluating personal outcomes related to home living supports will allow the PDD program to see if the services and supports provided to adults with developmental disabilities are improving their lives. The PDD Edmonton Region Community Board worked with Dr. Schalock to develop a process for evaluating personal outcomes for individuals receiving PDD program funding. In addition, the PDD Regional Community Boards collaborated to develop a common provincial approach to implementing this process for evaluating personal outcomes across the province. Some activities undertaken by the Community Boards included

reviewing a survey tool and developing an implementation plan. The implementation plan will articulate the steps to evaluating personal outcomes in 2011-12.

Three Michener residents were moved to offsite residences in Red Deer with the assistance of the PDD Central Region Community Board. The region also began work to establish alternate community residences and services for 15 individuals living at Youngstown Home. The new services will be in place by the first quarter of 2011-12 when Youngstown Home will no longer support adults with developmental disabilities. PDD Central Region Community Board also completed a Project Charter for the Regional Support Homes and Respite Review Project. The work completed in 2010-11 will form the basis of strengthening the support home and respite options for individuals in the upcoming year.

PDD Calgary Region Community Board continued its commitment to improve home living supports for adults with developmental disabilities who have complex needs through a one-time grant to the Calgary Homeless Foundation, which will create new housing for individuals with complex needs who are homeless or at risk of imminent homelessness. Establishing safe housing options for hard-to-place individuals with complex service needs is expected to stabilize their environment and create additional home living capacity.

Supports for individuals with complex needs.

The PDD Regional Community Boards all participated in a provincial Complex Needs Committee and worked together to develop program policy for people with complex needs. Each region provided input on the development of policy and identified the training needs of service providers and families who support adults with complex service needs. In 2010-11, the PDD program collaborated with multiple ministries and stakeholders to identify a continuum of supports for adults with complex needs. The collaborating ministries are Advanced Education and Technology, Solicitor General and Public Security, Education, Employment and Immigration, and Health and Wellness. Alberta Health Services is also working with this group to develop a continuum of supports.

PDD Northeast Region Community Board participated in the Northeast Region Complex Needs Committee. The region is committed to addressing the needs of adults with complex needs throughout the Northeast Region and fostering relationships with government and community partners to develop a continuum of supports for adults with complex needs. The regional committee introduced three new training sessions specific to supporting individuals with complex needs and partnered with the Institute of Applied Behaviour Analysis to provide an additional training session for 150 service provider staff.

The PDD Edmonton Region Community Board established a memorandum of agreement with Alberta Health Services to conjointly plan, fund and implement improved service for people with complex needs.

PDD South Region Community Board established two committees, the East (Medicine Hat) and West (Lethbridge) Complex Needs Committees, to identify gaps in service provision and develop a continuum of supports for individuals with complex needs. The region also partnered with the City of Lethbridge to participate in the Social Housing in Action Leaders Council to develop a Housing First approach to address the housing needs of hard to house individuals, including those with complex needs.

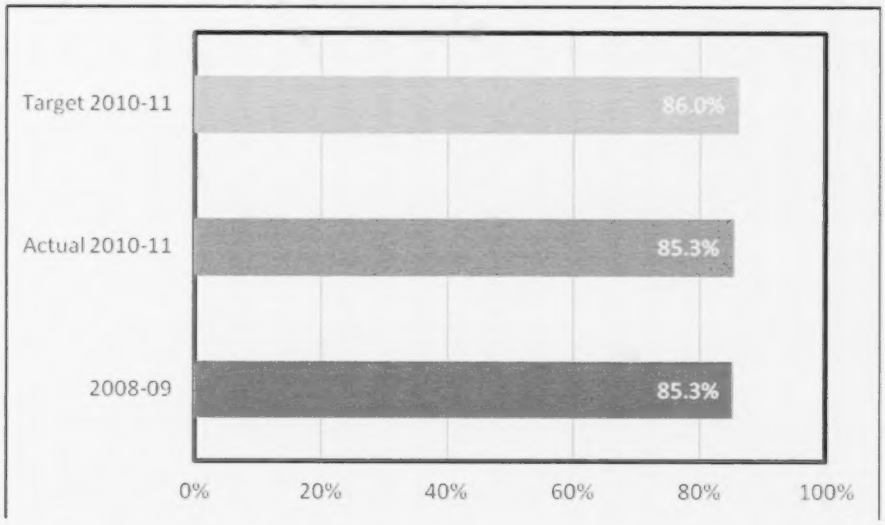
PDD Central Region Community Board completed the Innovative Planning Process manual to improve services to individuals with complex service needs. The region also participated in a University of Calgary research project looking into the transition needs and successes of adults with a dual diagnosis, and held a successful one day workshop focused on supporting adults with developmental disabilities who have dementia.

The PDD Northwest Region Community Board partnered with service providers, Office of the Public Guardian, and Alberta Health Services on the Northwest Alberta Complex Needs Case Management Team to identify additional supports for those individuals with complex needs.

PDD Calgary Region Community Board partnered with the Vecova Centre for Disability Services and Research, (a PDD-program funded service provider) and the PDD Calgary Region Community Board Complex Service Needs Committee to complete research on best practices in staff training to support adults with complex service needs. This collaboration was made possible through the Collaborative Research Grant Initiative for Mental Wellness in Seniors and Persons with Disabilities, Seniors and Community Supports, Alberta Health Services and Calgary Region Community Board. PDD Calgary Region Community Board also collaborated with Alberta Health Services to evaluate the Arnika Centre for Dual Diagnosis.

Results

Measure 1 Satisfaction of families/guardians of adults with developmental disabilities with PDD-funded services.



Results and Analysis:

This survey is conducted every two years.[1] Results for 2010-11 indicate that 85.3 per cent of families/guardians reported overall satisfaction with the PDD-funded services received by the person to whom they provided guardianship. Overall satisfaction in 2010-11 was the same as in 2008-09 and fell slightly below the target of 86.0 per cent.

[1] The PDD program conducts the Family Guardian Satisfaction Survey every two years to assess the level of satisfaction with PDD-funded services. The results for this performance measure were obtained by analyzing cases that provided a valid response to all of the following three indicators (questions): 1) Services meet the person's needs; 2) Overall, I am satisfied that the services provided enhance the person's quality of life; and 3) Overall, I am satisfied that the person's services help him/her to be a part of the community as much as he/she wants to be.

Goal 2

Adults with developmental disabilities have supports that supplement what others can provide and contribute to achieving personal outcomes.

The PDD program will fund supports to supplement the support of family, friends and other community members to connect people to the community. The PDD program will fund supports to connect individuals to the community where there is evidence of positive outcomes for individuals.

Through collaboration and partnerships, the PDD Community Boards support communities' capacity to include adults with developmental disabilities to ensure that:

- Adults with developmental disabilities, their families and support networks have the skills and ability to influence the continued growth of inclusive communities;
- Adults with developmental disabilities have reciprocal, positive relationships within the broader community; and
- Adults with developmental disabilities are able to exercise their rights and responsibilities as full citizens.

Activities

Personal outcomes related to connecting people to the community and supporting independence.

The PDD Regional Community Boards actively participated in developing a common provincial approach to evaluating personal outcomes for individuals receiving PDD program funding. Evaluating personal outcomes related to connecting people to the community and supporting independence will allow the PDD program to see if the services and supports provided to adults with developmental disabilities are improving their lives.

Some activities undertaken by the PDD Regional Community Boards included reviewing a survey tool and developing an implementation plan. The implementation plan will articulate the steps to evaluating personal outcomes in 2011-12.

Family Managed Services (FMS).

Family members may choose Family Managed Services (FMS) as a funding option. This allows a family member of an adult who has a developmental disability to arrange and manage PDD program supports. The following examples illustrate the efforts PDD Community Boards made to improve supports to families managing services for their family member.

PDD South Region Community Board has a dedicated staff member (FMS Coordinator) responsible for managing all FMS contracts and working with the families to share best practices and facilitate training. The FMS Coordinator is continuously developing, maintaining and strengthening the working relationship with families to provide support, share best practices and facilitate training. During the past year, the FMS Coordinator has

provided support to a family who wished to publish and distribute a quarterly newsletter with information for families using FMS. The PDD South Region Community Board CEO consulted on the implementation of FMS recommendations and the region was also involved with developing policy recommendations and standards.

Families in the Calgary region benefited from the enhanced support and increased access to information, resources and family networks provided by the Darrell Cook Family Managed Resource Centre, established through a partnership with Alberta Association for Community Living (AACL) and Family Voices. A resource library is now available, as well as training opportunities that will support families in managing services for their family member. PDD Calgary Region Community Board also held a series of information sessions to share the new 2011/12 Family Managed Service Agreement with families.

PDD Central Region Community Board successfully completed a payroll support pilot project to ease the administrative burden for families using FMS. This project provided 29 families with third-party payroll support services. In addition, all new families using FMS are being referred for payroll support. PDD Central Region Community Board also partnered with AACL to assist families using FMS in recruiting and training qualified staff through the Family Connections Project started in Red Deer.

Working with the Gateway Association, the PDD Edmonton Region Community Board developed the "Families Forward" website targeted specifically to families using FMS. The website provided resources as well as the opportunity for families to share their experiences with FMS. Families shared on the topics of funding, staffing and employment. Other resources provided to families through this website included: advocacy, workshops, assistive technology, government supports, and post secondary education information.

PDD Northwest Region Community Board has dedicated a staff position to manage Family Managed Service Agreements. This position provides training to families interested in FMS, assists families in planning services, developing Individual Service Agreements, and provides ongoing support to meet other contract expectations. PDD Northwest Region Community Board has also contracted with a payroll company to assist all families in the Northwest region with their payroll needs.

Collaboration with partners to access supports.

PDD Edmonton Region Community Board worked with service providers to obtain information on the employment supports provided to individuals they support. This information will be used to evaluate and improve the effectiveness of employment supports for individuals residing in the Edmonton Region.

PDD Central Region Community Board worked with Alberta Health Services, Central Zone, to establish the *Protocol to Support Individuals Requiring Home Care and PDD Program Services in Central Zone*. This document outlines the spirit of collaboration that exists between the two organizations and is aimed at improving the effectiveness of both the services provided, and the working relationships between the organizations involved. PDD Central Region Community Board also completed one-on-one discussions with 32 service providers in the region, which led to several new service approaches.

PDD Northeast Region Community Board was an active participant in the Northern Alberta Youth Transition Working Group. This group assists youth and their families to develop a transition plan with a regional perspective. The work of the group is tied to the Alberta Supports Initiative to align with provincial consistency and promoting best practices for Albertans. PDD Northeast Region Community Board also worked with the AACL Family Voices to identify barriers to accessing services. Through this program, families in the St. Paul area developed strong connections and worked towards strengthening partnerships and promoting flexibility. Family Voices was also involved in advocacy, service provider consultations, and consultations on FMS and complex needs.

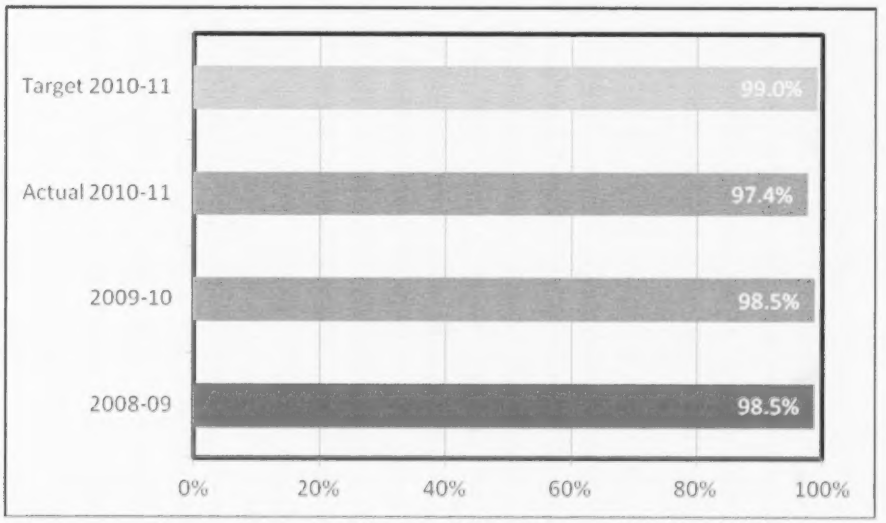
PDD South Region Community Board worked with Children and Youth Services and Mental Health and Addictions to improve access to community supports. This group worked with the City of Lethbridge to develop supportive living options for individuals with developmental disabilities.

PDD Northwest Region Community Board is a partner with the Alberta Supports project taking place in Slave Lake in conjunction with Assured Income for the Severely Handicapped (AISH), Family Supports for Children with Disabilities (FSCD), Income Support and In-Home Support (municipal program) a common application form and coordinated intake process to determine eligibility was developed. An Integrated Intake Coordinator position has been created, which will serve as an in-person point of contact for information, referrals and forms for a number of programs and services including: Employment and Training Services, the PDD program, Alberta Job Corps, Adult and Child Benefit, Child Protection, Family/Senior Housing Services, Health Services-Addictions, Office of the Public Guardian (OPG) and the Town of Slave Lake.

PDD Calgary Region Community Board held a series of dialogue sessions that were attended by 164 families/guardians to discuss the delivery of services to adults with developmental disabilities. Six key themes emerged from these discussions: sustainability of the PDD program; supports for families using FMS; issues related to the delivery of services; aging; communication; and workforce development needs. Also, PDD Calgary Region Community Board commissioned a study to review the services and supports that aging adults with developmental disabilities require so that they can contribute to and participate in their communities and live meaningful lives. The literature review report will be completed in September 2011 and will inform the development of community based services and supports.

Results

Measure 2 Control being exercised by adults with developmental disabilities who are supported by PDD-funded services.



Results and Analysis:

Results[2] indicate that in 2010-11, almost all adults with developmental disabilities surveyed (97.4 per cent) continue to believe they are supported by PDD-funded services to take charge of their life, to make decisions without undue influence and are as independent as they want and are able to be. This result did not surpass the target and decreased marginally from the previous year.

[2] All PDD-funded service providers in Alberta must undergo Creating Excellence Together (CET) accreditation through the Alberta Council of Disability Services (ACDS) once every three years to receive funding from the PDD program. This measure is taken from the CET Quality of Life section of the survey tool used to assess service providers. The measure indicates whether the individual believes they had the necessary supports to enable them to enjoy as much personal control as possible; they are in charge of their life and are as independent as they want and are able to be, and feel free from the undue control or influence of others.

Goal 3

Adults with developmental disabilities participate in community life.

Communities provide the context of life opportunities and relationships that enable inclusive lives for all citizens. Inclusion is linked to the universal human needs and desires to be part of a family, to have friends and rewarding relationships, to have a home, to belong, to be known and understood as an individual, to be needed and to contribute.

The PDD program promoted activities that stimulate the capacity of communities to share responsibility to support adults with developmental disabilities in their community. This included developing community leadership, partnering with others to encourage inclusive communities, and influencing change. Learnings from the activities were shared provincially, across community boards, to promote best practices.

Activities

Work with government and community partners to stimulate the capacity of communities to support adults with developmental disabilities.

The PDD Regional Community Boards were involved in various projects that supported adults with developmental disabilities to be involved in community life. These projects helped individuals' access information and community resources; exercise individual and family leadership; participate in inclusive post-secondary education; and participate in employment. The following are some examples of activities that assisted adults with developmental disabilities to participate in community life.

All PDD Regional Community Boards participated in the PDD Provincial Community Leadership Awards. The awards recognize community leaders and their efforts to make their communities an inclusive place for people with developmental disabilities. Award categories recognized self-advocacy, individual leadership, community citizenship, community disability service sector leadership and family leadership. In addition to the provincial leadership awards, each PDD Regional Community Board held its own regional awards ceremony.

PDD Northeast Region Community Board and AACL Family Voices-promoted community connections and the development of natural supports through the "Community by Community" project. This project focused on connecting individuals within the community and providing opportunities for individuals to be included in regular community activities. Family Voices in St. Paul was a large success with over 50 families participating.

PDD Central Region Community Board continued to foster and encourage community inclusion through the Hub on Ross in Red Deer. PDD Central Region Community Board also established a new Community Engagement Manager position to facilitate community connections and relationships. This led to an agreement between the Wetaskiwin Transportation Society and local service providers to improve transportation for individuals in

Wetaskiwin – especially in the evenings. Other activities for the past year included: a conference for self-advocates, attended by over 200 people; and a self-advocate leadership retreat attended by 87 people. Both events were planned and executed by individuals with developmental disabilities. The region also partnered with the Alzheimer's Society to host a workshop series on how to support individuals with Alzheimer's, participated in the International Day of Persons with Disabilities, and organized a one day workshop on dementia.

PDD Northwest Region Community Board hosted community events in several communities throughout the Northwest region. These events included: a Spring Celebration and Awards Night, a Christmas open house, and stakeholder meetings to discuss the 2011-14 business plan. The region also collaborated with service providers to successfully amend a bylaw for residential support homes in Grande Prairie. The amendment allowed for more flexible housing options for individuals with developmental disabilities. PDD Northwest Region Community Board also had an active Self-Advocate Committee that met quarterly to discuss issues that are pertinent to them and provide the Community Board with feedback.

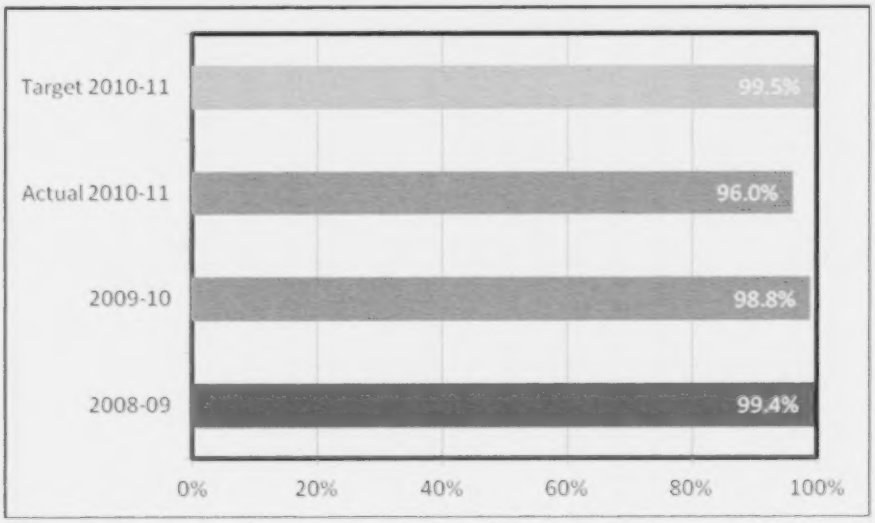
PDD South Region Community Board collaborated with two self advocates, an employer and a contracted service provider to present a "Lunch and Learn" at a Lethbridge Chamber of Commerce meeting on the benefits of employing adults with developmental disabilities and to provide information on resources available to employers. In addition, the South Region Community Board CEO presented on the importance of creating a welcoming and inclusive community, and co-presented with a self advocate on living in community with a disability at the Canadian Municipalities Against Racism and Discrimination (CMARD) "Celebrating Diversity: Building Welcoming and Inclusive Communities" Conference. The Board Executive also met with the new President of the University of Lethbridge to discuss opportunities for community engagement and inclusive post secondary education for adults with developmental disabilities. PDD South Region Community Board also worked with government and community partners and participated in numerous committees including: the Advisory Committee on Disability Issues in Medicine Hat; the City of Lethbridge Community & Social Development Committee of City Council; the City of Lethbridge Social Housing in Action Leaders' Council; and the CMARD Team in Lethbridge.

PDD Edmonton Region Community Board supported several inclusive post-secondary education initiatives with NorQuest College, MacEwan University, NAIT, Concordia College and the King's University College. Through these partnerships, 23 students were able to attend post-secondary education institutions.

PDD Calgary Region Community Board provided community access to 234 individuals and employment supports to 217 individuals through the Employment and Community Access Program, which focused on improving the achievement of the goals and outcomes identified by the individual. Additionally, the region worked with Viable Calgary to create awareness amongst employers and share strategies to make the workplace more diverse. Viable Calgary was awarded the Community Disability Service Sector Leadership Award for the 2010 PDD Provincial Leadership Awards. In addition to this award, Viable Calgary was presented the Award of Excellence in Employment by the Premier's Council on the Status of Persons with Disabilities.

Results

Measure 3 Adults with developmental disabilities are included in their communities.



Results and Analysis:

This measure[3] reflects the belief of adults with developmental disabilities that PDD-funded services support the individual to participate in everyday community activities with other community members, and to contribute to their community. Results for 2010-11 indicate that almost all adults with developmental disabilities surveyed (96.0%) continue to believe they are included in their community. This result did not surpass the target and decreased from the previous year.

[3] All PDD-funded service providers in Alberta must undergo Creating Excellence Together (CET) accreditation through the Alberta Council of Disability Services (ACDS) once every three years to receive funding from the PDD program. This measure is taken from the CET Quality of Life section of the survey tool used to assess service providers. The measure indicates whether the delivery of services reflects the individual's belief that the services provided enabled them to participate in community, interact with others, learn new roles, build new relationships, and explore and discover new interests and possibilities.

Goal 4

Increased effectiveness and efficiency contribute to PDD program sustainability.

The PDD program reviewed internal processes and structures, as well as the community service delivery system, to improve the effectiveness and efficiency of the PDD program to achieve positive results for adults with developmental disabilities in a cost effective and sustainable way.

The PDD program looked at a provincial performance management approach that will ensure the organization is effective and efficient, and continuously improves over time.

Activities

PDD program improvements.

On June 16, 2010, the Minister of Seniors and Community Supports, announced a review of administration of the PDD program, as well as the creation of a PDD Provincial Advisory Committee. This review, conducted by an independent consulting firm, looked at the program's administration, including the department's PDD program branch, the six Community Boards, and the community-based service provider agencies. Any savings found as a result of this review will be redirected to front-line services for adults with developmental disabilities. Regional staff as well as individuals, families and service providers participated in focus group sessions. The review is now complete, and the Minister has reviewed the report and recommendations.

The PDD Community Board CEOs were part of the PDD Provincial Advisory Committee along with families, service providers, and representatives from the Alberta Association for Community Living and the Alberta Council of Disability Services. The PDD Provincial Advisory Committee had its first meeting on October 29, 2010 and will serve as a discussion table to share expertise, experience, and perspectives; and provide input and feedback to provincial program policies and strategic directions of the PDD program.

The PDD Calgary Region Community Board collaborated with Columbia College to create a pilot project, "Flexibility for Better Outcomes" to create flexibility for the Employment and Community Access programs and better outcomes for the individuals served. Analysis will be available in the first quarter of 2011.

The PDD Northwest Region Community Board participated in an Alberta Supports Initiative pilot project in Slave Lake that looked at developing long-term implementation strategies to support the creation of citizen-centered, multiple access options to social based assistance programs and initiatives.

PDD Edmonton Region Community Board examined their internal organizational structure and business processes. Regional staff provided their input in an effort to make improvements. The region also worked to improve its governance capacity by providing

information such as orientation packages for new board members, linking board meeting agendas to key board accountabilities, and conducting board self-evaluations.

A Regional Uptake Process was implemented by the PDD Northeast Region Community Board to identify an individual's level of service and improve the utilization of funds. PDD Northeast Region Community Board also invested in human resources training for service providers, which resulted in the enrollment of several service provider staff in the Disability Studies Program (nine were enrolled at Portage College; 25 at MacEwan University; 52 students in Foundations; and 18 in Sexuality and Disability and First Aid).

PDD Central Region Community Board participated in the "In Person" pilot project being undertaken as part of the Alberta Supports initiative. This project involved the collaboration of four Ministries to enhance services in Red Deer and ease transitions from children to adult services. PDD Central Region Community Board Members and senior management staff participated in consultation sessions with self-advocates in 10 communities across the region. Feedback was published on the Board's website, incorporated into the Board's 2011-2014 Business Plan and continues to influence overall operations. PDD Central Region Community Board collaborated with Alberta Infrastructure to develop a business case for 100 replacement home living spaces for individuals living at Michener Centre.

PDD South Region Community Board continues to implement the coordinated intake process with AISH. The South Region Community Board implemented a board governance budgeting and monitoring process to ensure greater Board accountability of the governance budget. The South Region Community Board also prepared the Board Legacy Report to ensure the Board is meeting all of its accountability and reporting requirements as identified in Board initiatives. The report also assists the Board to avoid duplication of engagement and communication activities with operational initiatives.

Sharing regional best practices.

The PDD South Region Community Board continues to partner with Children and Youth Services through the joint Transition Coordinator position. The position is responsible for transition planning and supporting individuals moving from youth services to adult services. The PDD South Region Community Board also met with the Service Provider Council to share best practices in supporting individuals with complex service needs and developing budgets as required within the Service Provider Agreements.

The PDD Calgary Region Community Board participated in the Successful Transitions Implementation Working Group, which contained representatives from Alberta Health Services, Children and Youth Services and PDD Calgary Region Community Board. The working group implemented an integrated planning process to improve the transition for individuals with complex service needs from youth to adult services. A transitions coordinator worked with the committee and performed 90 consultations with individuals who have requested information and assistance navigating the various programs available. The information collected from the consultations was presented to the committee and will inform discussions around integrated planning processes for adults with developmental disabilities.

The PDD Northwest Region Community Board hosted a symposium with the Office of the Public Guardian. The symposium provided information to public guardians. PDD Northwest

Region Community Board also participated in the Alberta Supports Initiative, the AISH/PDD partnership in Slave Lake, and shared information on intake processes with various partners.

PDD Edmonton Region Community Board worked with community service providers to share best practices regarding measuring personal outcomes provincially, nationally and internationally.

The PDD Central Region Community Board shared information and best practices with other PDD Regional Community Boards on a variety of topics including: the Home Care Protocol, Planning and risk assessment for individuals with complex needs, and the provision of PDD program funded supports to individuals from First Nations Communities. The region also continued to publish a variety of informational resources on the PDD Central Region Community Board website.

Develop and implement a provincial performance management framework.

The PDD program began work on a provincial performance management framework. A provincial performance management framework will allow the PDD program to be more effective and sustainable. The initial work completed in 2010-11 will be the basis for developing a performance management framework for the PDD program.

PDD Edmonton Region Community Board initiated the implementation of the measurement of personal outcomes. The "My Life Personal Outcomes Index" was pilot tested in the region with the assistance of the Gateway Association for Community Living.

Dr. Schalock presented to Calgary Region Community Board, staff and service providers in March 2011, on the international service trends for adults with developmental disabilities. The presentation provided information on a variety of topics including: the specific approaches and strategies related to demonstrated personal outcomes; quality of life related services and supports; and quality improvement within a performance management framework for continuous improvement. Guests from the Edmonton region also presented on their experiences related to implementing the "My Life Personal Outcomes Index".

Financial Information

Management Discussion and Analysis

For the year ended March 31, 2011, the Persons with Developmental Disabilities (PDD) Community Boards' spending decreased to $585.9 million from $586.1 million in 2010, a decrease of $0.2 million. Revenues exceeded expenses by $6.9 million.

The annual number of individuals served across the province increased to 9,409 in 2011 from 9,269 in 2010, an increase of 140 individuals or 1.5 per cent.

The PDD program's overall average annual cost per person was $62,260 in 2011, compared to $63,274 in the prior year; this was a decrease of $1,014 per person, or 1.6 per cent.

The following table presents the above statistics by Community Board. Net provincial totals are less than the sum of the Community Boards because they exclude instances where individuals received services from more than one Board during the year.

Regional Comparisons

	Annual Number of People Served			Average Annual Cost Per Person		
Board	**2011**	**2010**	**% Change**	**2011**	**2010**	**% Change**
Northwest	381	379	0.5%	$58,199	$57,425	1.3%
Northeast	527	529	-0.4%	$59,713	$58,819	1.5%
Edmonton	2,927	2,906	0.7%	$58,798	$59,404	-1.0%
Central	1,854	1,825	1.6%	$75,432	$77,019	-2.1%
Calgary	2,627	2,574	2.1%	$59,142	$60,053	-1.5%
South	1,123	1,095	2.6%	$57,739	$60,132	-4.0%
Net Provincial	**9,409**	**9,269**	**1.5%**	**$62,260**	**$63,274**	**-1.6%**

Government of Alberta

Seniors and Community Supports

Persons with Developmental Disabilities

Summarized Financial Statements

March 31, 2011

Provincial Summary of Statement of Operations[1]

Year ended March 31, 2011 - unaudited

(thousands of dollars)

	Northwest	Northeast	Edmonton	Central	Calgary	South	2011 Consolidated	2010 Consolidated
Revenues								
Transfer from Department of Seniors and Community Supports	22,129	31,397	175,692	138,269	155,448	65,269	588,204	583,183
Previous Year's Refund of Expenditures	316	25	2,168	90	78	617	3,294	2,942
Premiums, Fees and Licenses	-	-	217	949	-	-	1,166	1,149
Program Fund Revenue	-	-	-	164	-	-	164	176
Other Revenue	-	-	-	-	-	11	11	14
	22,445	**31,422**	**178,077**	**139,472**	**155,526**	**65,897**	**592,839**	**587,464**
Expenses - Directly Incurred								
Community Living Supports	12,885	15,585	111,842	85,674	72,741	35,659	334,386	333,808
Employment Supports	734	1,704	5,694	3,445	5,470	2,758	19,805	22,401
Community Access Supports	2,426	4,374	17,027	14,421	31,551	12,803	82,602	84,054
Specialized Community Supports	294	1,636	1,252	1,531	4,057	328	9,098	5,962
Direct Operations	-	-	1,031	10,543	686	-	12,260	12,498
Supports to Delivery Systems	5,733	8,078	35,170	23,958	40,765	13,200	126,904	126,759
Board Governance	102	92	85	98	95	93	565	784
Program Fund	-	-	-	181	-	-	181	223
	22,174	31,469	172,101	139,851	155,365	64,841	585,801	586,489
Valuation Adjustments								
Provision for Vacation Pay	3	(16)	(8)	257	(112)	(14)	110	(404)
Provision for Doubtful Accounts	-	-	-	-	-	-	-	2
	3	(16)	(8)	257	(112)	(14)	110	(402)
Other Expenses								
Gain on Disposal of Tangible Capital Assets	-	-	-	(18)	-	-	(18)	(1)
	22,177	**31,453**	**172,093**	**140,090**	**155,253**	**64,827**	**585,893**	**586,086**
Net Operating Results	**268**	**(31)**	**5,984**	**(618)**	**273**	**1,070**	**6,946**	**1,378**

Note 1: The summarized information presented is abstracted from the audited financial statements for each entity but does not contain all the disclosures required by generally accepted accounting principles. For more information on the organization's financial position, results of operations and changes in financial position, reference should be made to the audited financial statements. These statements can be obtained by consulting the Ministry of Seniors and Community Supports 2010-11 Annual Report.

Provincial Summary of Statement of Financial Position[1]

As at March 31, 2011 - unaudited

(thousands of dollars)

	Northwest	Northeast	Edmonton	Central	Calgary	South	2011 Consolidated	2010 Consolidated
Assets								
Cash and Cash Equivalents	878	3,560	14,953	10,360	5,946	10,567	46,264	23,436
Accounts Receivable	247	307	3,794	4,891	797	2,598	12,634	18,260
Inventory	-	-	-	401	-	-	401	414
Tangible Capital Assets	-	-	15	1,664	9	-	1,688	1,571
	1,125	**3,867**	**18,762**	**17,316**	**6,752**	**13,165**	**60,987**	**43,681**
Liabilities								
Accounts Payable and Accrued Liabilities	526	2,252	6,868	14,285	5,700	9,178	38,809	28,449
Net Assets								
Net Assets at Beginning of Year	331	1,646	5,910	3,649	779	2,917	15,232	13,854
Net Operating Results	268	(31)	5,984	(618)	273	1,070	6,946	1,378
Net Assets at End of Year	599	1,615	11,894	3,031	1,052	3,987	22,178	15,232
	1,125	**3,867**	**18,762**	**17,316**	**6,752**	**13,165**	**60,987**	**43,681**

Note 1: The summarized information presented is abstracted from the audited financial statements for each entity but does not contain all the disclosures required by generally accepted accounting principles. For more information on the organization's financial position, results of operations and changes in financial position, reference should be made to the audited financial statements. These statements can be obtained by consulting the Ministry of Seniors and Community Supports 2010-11 Annual Report.

Provincial Summary of Statement of Cash Flows[1]

Year ended March 31, 2011 - unaudited

(thousands of dollars)

	Northwest	Northeast	Edmonton	Central	Calgary	South	2011 Consolidated	2010 Consolidated
Operating Transactions								
Net Operating Results	268	(31)	5,984	(618)	273	1,070	6,946	1,378
Non-Cash Items included in Net Operating Results								
Valuation Adjustments	3	(16)	(8)	257	(112)	(14)	110	(402)
Amortization	-	-	6	346	2	-	354	311
Gain on Disposal of Tangible Capital Assets	-	-	-	(18)	-	-	(18)	(1)
	271	(47)	5,982	(33)	163	1,056	7,392	1,286
(Increase) Decrease in Accounts Receivable	(86)	126	(415)	1,587	1,222	3,192	5,626	(15,102)
Decrease (Increase) in Inventory	-	-	-	13	-	-	13	(27)
(Decrease) Increase in Accounts Payable and Accrued Liabilities before Valuation Adjustments	(255)	1,514	765	3,384	2,933	1,909	10,250	4,516
Cash (Applied to) Provided by Operating Transactions	(70)	1,593	6,332	4,951	4,318	6,157	23,281	(9,327)
Capital Transactions								
Acquisition of Tangible Capital Assets	-	-	(13)	(458)	-	-	(471)	(407)
Proceeds on Disposal/Sale of Tangible Capital Assets	-	-	-	18	-	-	18	9
Cash Applied to Capital Transactions	-	-	(13)	(440)	-	-	(453)	(398)
(Decrease) Increase in Cash and Cash Equivalents	(70)	1,593	6,319	4,511	4,318	6,157	22,828	(9,725)
Cash and Cash Equivalents, Beginning of Year	**948**	**1,967**	**8,634**	**5,849**	**1,628**	**4,410**	**23,436**	**33,161**
Cash and Cash Equivalents, End of Year	**878**	**3,560**	**14,953**	**10,360**	**5,946**	**10,567**	**46,264**	**23,436**

Note 1: The summarized information presented is abstracted from the audited financial statements for each entity but does not contain all the disclosures required by generally accepted accounting principles. For more information on the organization's financial position, results of operations and changes in financial position, reference should be made to the audited financial statements. These statements can be obtained by consulting the Ministry of Seniors and Community Supports 2010-11 Annual Report.